

ORIGINAL

COMMISSIONERS
BOB STUMP – Chairman
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RECEIVED
ARIZONA CORPORATION COMMISSION

2013 APR -3 P 3:18

April 3, 2013

To: Docket Control

RE: Global Water-Santa Cruz Water Company

Docket No. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315

Please docket the attached ____7____ customer comments OPPOSING the above filed rate case.

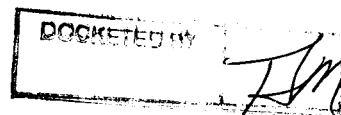
Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

APR 03 2013



W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109914

Date: 4/3/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Loren C Ness

Account Name: Loren C Ness

Street: Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138 is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: _____

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

I am a seasonal visitor to the Maricopa area and have owned several homes in the area. I am amazed at the expensive water/sewer bills that I receive each month, even in the seasons when I am not there on houses that are not occupied. The base rate to have water available at my properties is \$93.62, \$62.9 of this is for wastewater basic, without using one gallon of water or putting any into the sewer system. I find these bills to be extremely high compared to where I come from, and NOW this utility company wants to increase our rates even more to provide an nice return for their investors?!?! Maybe when people can no longer afford to live here due to extreme water & sewer costs, those investors will have to readjust their style of living and their demand for a nice return in bankruptcy court. Isay they are getting a more than generous return now and urge you to deny their rate increase request.!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/03/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/3/2013

Opinion No. 2013 - 109914

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109915

Date: 4/3/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Richard Last: Hejada

Account Name: Richard Hejada

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

I am opposed to granting an increase to Global Water so that they can achieve a higher rate of return. This rate will increase my monthly water bill, increase my HOA dues and increase the cost of all goods and services purchased in Maricopa, AZ as the increase is passed on to consumers. This is not only unfair, it is unconscionable for the utility to ask for this increase at this time. Maricopa and its residents are still recovering from unusual economic hardships with the city starting to show progress, This increase, if granted, would seriously reduce the interest of potential citizens and companies in moving here.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/03/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/3/2013

Opinion No. 2013 - 109915

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109916

Date: 4/3/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
Catherine Hejada

Account Name: Catherine Hejada

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

I am opposed to the water cost increase requested by Global Water. the citizens of Maricopa and HOAs will pay for this increase as will the vendors of products and services within Maricopa. This is not only unfair, it is unconscionable for the utility to ask for this increase at this time. Maricopa is just starting to show progress as new business and potential residents consider Maricopa as a place to live and prosper. Exorbitant water fees and multiple taxation are negative points when Maricopa is under consideration. Please do not approve this increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/03/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/3/2013

Opinion No. 2013 - 109916

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109913

Date: 4/3/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Jill Pearson

Account Name: Jill Pearson

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

Too large a rate increase !!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/03/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/3/2013

Opinion No. 2013 - 109913

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109919

Date: 4/3/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Jin Xiao Ping

Account Name: Jin Xiao Ping Home: (000) 000-0000

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: i Contact F

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

Increased utility cost, at the requested level, not only effects my personal financial budget but the Homeowners Association that I live in will be placed in a worse financial condition than it is already in due to delinquencies and foreclosures.

The proposed rate increases are solely to provide a higher rate of return for the investors and no improvements to service, quality of water or distribution ability is planned.

Maricopa is one of the hardest hit areas in the country with foreclosures. Any of these proposed increases will be detrimental to attracting builders and/or buyers which will further stigmatize our real estate values and the desirability of this area. Associations cannot raise assessments enough to cover this increase which means landscaped areas will not be adequately watered. Aesthetics draw builders and buyers which will be less likely to happen if these increases are approved.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/03/13 Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 4/3/2013

Opinion No. 2013 - 109919

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109917

Date: 4/3/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Fan Jian Last: Ping

Account Name: Fan Jian Ping

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Other

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

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The proposed rate increases are solely to provide a higher rate of return for the investors and no improvements to service, quality of water or distribution ability is planned.

Maricopa is one of the hardest hit areas in the country with foreclosures. Any of these proposed increases will be detrimental to attracting builders and/or buyers which will further stigmatize our real estate values and the desirability of this area. Associations cannot raise assessments enough to cover this increase which means landscaped areas will not be adequately watered. Aesthetics draw builders and buyers which will be less likely to happen if these increases are approved.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/03/13 Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 4/3/2013

Opinion No. 2013 - 109917

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109920

Date: 4/3/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Gordon Last: Ralph

Account Name: Gordon Ralph Home: (000) 000-0000

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85139 is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

I Gordon and my Family are 100% opposed to the proposed Global Water increase of 37%. The very first thing that came to mind when I heard of the proposition was "we are going to have to sell our home". When we first moved into our home our average monthly water bill was about \$75 which increased to \$86 in 2011, to \$98 in 2012, and that is with a \$7 rebate! My wife does her best to be Green from only buying plants and trees that don't need to be watered more than 3 days a week. Plants that love the sun, saving shower water for potted plants or flushing toilet. This rate increase will be followed by an increase of my H.O.A fees as well. We were only paying \$204 every quarter to \$207 in 2011, \$209 in 2012, currently \$219, and I don't want to imagine what the increase will be if this outrageous increase goes through! Our income is not in a position to keep up with these increases! I could sit here and write every detail about our extremely tight budget that would force my family out of our home because of selfish and greedy increases.

Please Do Not allow this to plague us any longer. I do not wish to be forced in making drastic decisions affecting the welfare of my family!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/03/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/3/2013

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2013 - 109920
